Norris Hung

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WORK

Code for America
San Francisco, CA, USA

Senior Product Designer
2018 – 2019

Product Designer
2015 – 2017

I led design for GetCalFresh.org, California's official digital service for accessing food stamps. My role included design strategy, user research, product design, experiment design, branding, and workshop facilitation. During my time there, the service grew from 50 to 10,000 weekly users. We helped people to apply and renew online, digitally send documents to their county, and provided key reminders and chat support. Our small team has become an important voice in the California food advocacy coalition of government and community partners. I also maintained Code for America's product styleguide and spearheaded R&D projects.

Inkling
San Francisco, CA, USA

Manger, Content Platform
2013 – 2014

Developer/Designer
2011 – 2013

I managed a team that worked with publishers such as Elsevier, Kaplan, and O'Reilly Media to bring their books to the Inkling platform. Our team of designers and developers created design systems, interactive elements, and automated publishing tools. Our work helped scale content production times by 100x. I also led design and development on hallmark Inkling titles such as Frommer's Day by Day, Modernist Cuisine, and Campbell's Biology.

Good Food Foundation
San Francisco, CA, USA

Design Coordinator
2010 – 2011

I helped launch the first year of the Good Food Awards, the prominent voice in recognizing sustainable food producers in the U.S. My role included web/print design, community organizing, and event planning.

SCHOOL

Copenhagen Institute of Interaction Design
San Jose, Costa Rica

Master Level w/ Honors
Interaction Design
2020 – 2021

Notable courses: Life Centered Research, Design for Behaviors and Positive Impact, Service Design, Design Across Biological Scales, Design for Better Urban Living, Designing Senses, Design and Ethics, Machine Learning, Physical Computing

Brown University
Providence, RI, USA

Bachelor of Science
Biology
2005 – 2009

Notable courses: Human Impact on Ecosystem Functioning, Culture and Medicine, Object-Oriented Programming, Data Structures and Algorithms

Rhode Island School of Design
Providence, RI, USA

2008 – 2009

Notable courses: Information Design, Typography 1

SKILLS

Design strategy, research, service design, systems design, speculative design, rapid prototyping, behavioral design, front-end development, agile workflow, A/B testing, graphic design, video storytelling, workshop facilitation, stakeholder management, public speaking

Technical: Figma, Sketch, Origami, Invision, Illustrator, Photoshop, Premiere Pro, After Effects, HTML, CSS, JavaScript, C++, git, Processing, Arduino, 3D printing, laser cutting

HOBBIES

I enjoy backpacking and climbing. I am grateful to have had the chance to thru-hike the Pacific Crest Trail, traverse the Sierra High Route, summit Mount Shasta, and work on a few farms in Patagonia. I am also known to take on food projects from time to time including brewing beer, baking bread, and fermenting kimchi.